

Serial No.: 09/577,658  
Art Unit: 3623

Attorney's Docket No.: BS99-199  
Page 9

**Amendments to the Drawings:**

The attached sheets of drawings include changes to Figs. 2, and 4-7. These sheets, which include Figs. 2, and 4-7, replaces the previous sheets including Figs. 2, and 4-7

Attachment: Replacement Sheets

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Page 2

**Amendments to the Drawings:** begin on page 9 of this paper and include attached replacement sheets.

**Remarks:** begin on page 10 of this paper.



# Mid-Market Database - MAIN SWITCHBOARD

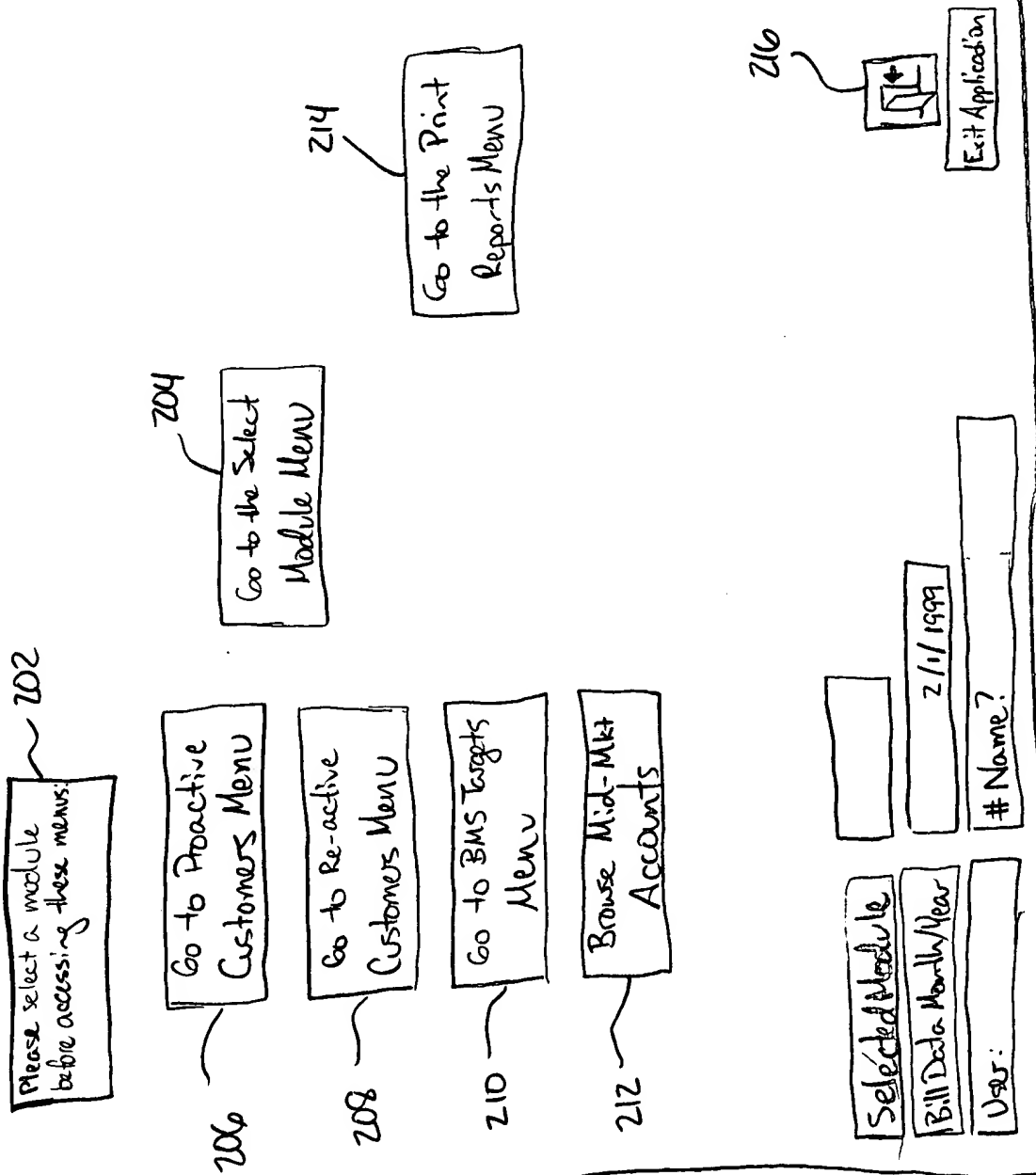


FIG. 2

# Browse Proactive Customers Form - For Selected Module

MAN FID S3VGQ  
 local service \$11,669.72  
 number of accts 47  
 Name assigned to MAN 1ST FRANKLIN

AE assigned to Customer

Customer Contact

Contact Number

Remarks

Select by Name:

Select by MAN:

Edit Customer Data

402 Display Report of Accts for Selected MAN

408 Print Reports of Accts for Selected MAN

Edited by: VIRGINIA LEWIS

Last Edit: 5/26/1999

MAN FID SO427  
 local service \$4,259.16  
 number of accts 15  
 Name assigned to MAN A C WHITE TRANSFER &

AE assigned to Customer

Customer Contact

Contact Number

Remarks

Select by Name:

Select by MAN:

Edit Customer Data

Display Report of Accts for Selected MAN

Print Reports of Accts for Selected MAN

Edited by:

Last Edit:

MAN FID SONG5  
 local service \$8,682.86  
 number of accts 21  
 Name assigned to MAN A J MORRIS &

AE assigned to Customer

Customer Contact

Contact Number

Remarks

Select by Name:

Select by MAN:

Edit Customer Data

Display Report of Accts for Selected MAN

Print Reports of Accts for Selected MAN

Edited by:

Last Edit:



FIG. 4

# Edit Proactive Customer Data

Customer Data the can be edited:

AE Assigned:

Customer Contact Name:

Customer Contact Phone:

Remarks:

Customer Data that cannot be edited:

Customer Name:

MAN FID:

Module:

Total Local Service:

Total Number of Accts:

Edited by:

Last Edit:

SD6

User:

Selected Module:

Input Status:

#Name?

C

EDIT DATA

SD7



SD8

Save Changes

SD9

Input Contact for  
Displayed Customer

SD12



SD0

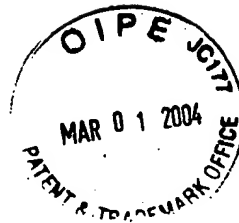


FIG. 5

Replacement Sheet

# Enter Proactive Contacts

SV, MV, OV, SP, MP, OP

View Quality Contact Guidelines  
SV, MV SP, MP, OP

Select by Assigned Name:  
Select by MAN FID:

Date of Contact:

Type of Quality Contact:

Remarks:

## Customer Data:

Customer Name:  
MAN FID:  
Total Local Service:  
Total Number of Accts:  
Module:  
AE Assigned:  
Customer Contact Name:  
Customer Contact Phone:

To make changes to this data, use the  
Browse Proactive Customers Form

Click all Products Discussed:

- ☐ CLUB
- ☐ DAB
- ☐ BMS
- ☐ RSB
- ☐ MTB
- ☐ EDI
- ☐ Electric Billing
- ☐ Select

Click all Products "Sold" & Indicate Number of each product:

- ☐ CLUB
- ☐ DAB
- ☐ BMS
- ☐ RSB
- ☐ MTB
- ☐ EDI
- ☐ Electric Billing
- ☐ Select

Follow-up Date:  
Follow-up Remarks:

600



FIG. 6

# Browse M Mkt Accounts - by Billing Name

bill number 205 221 0585 296  
cent fid CC0  
site A  
name ALABAMA THRIFT  
addr2 STORE  
addr3 P O BOX 621  
addr4 JASPER AL 35502  
addr5  
man fid S1NA2  
local serv \$121.28  
input date 3/1/1999  
input by system

proactive ind  
reactive ind  
bms target ind  
do not call ind  
module ind

- ☒ non-ebis in  
☐ ebs ind
- ☐ rsb ind  
☐ club smy in  
☐ edi ind  
☐ dab prod in  
☐ mtb ind  
☐ bms ind  
☐ ckf ind  
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.



bill number 205 214 7355 211  
cent fid CC0  
site A  
name BHAM TWO WAY  
addr2 2425 2ND AV S  
addr3 BIRMINGHAM AL 35233  
addr4  
addr5  
man fid S1H33  
local serv \$216.50  
input date 3/1/1999  
input by system

proactive ind  
reactive ind  
bms target ind  
do not call ind  
module ind

- ☒ non-ebis in  
☐ ebs ind
- ☐ rsb ind  
☐ club smy in  
☐ edi ind  
☐ dab prod in  
☐ mtb ind  
☐ bms ind  
☐ ckf ind  
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.

bill number 205 221 0450 001  
cent fid CC0  
site A  
name COMPUTER CONNECTIONS  
addr2 PO BOX 1602  
addr3 JASPER AL 35502  
addr4  
addr5  
man fid S7S4S  
local serv \$76.65  
input date 3/1/1999  
input by system

proactive ind  
reactive ind  
bms target ind  
do not call ind  
module ind

- ☒ non-ebis in  
☐ ebs ind
- ☐ rsb ind  
☐ club smy in  
☐ edi ind  
☐ dab prod in  
☐ mtb ind  
☐ bms ind  
☐ ckf ind  
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.

FIG. 7